

**Loss of railways**

1907. SHRI PRASANTA CHATTERJEE: Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways carried goods traffic regularly by the longer route without rationalising it for charging freight;
- (b) the quantum of loss sustained by North Frontier Railway, North Central Railway, North Eastern Railway, North Western Railway, South Western Railway and Central Railway during 2003-05; and
- (c) the action taken so far to recover the loss?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) The Railways are authorized to issue a Rationalization Scheme for movement of freight traffic in terms of Section 71 of the Railways Act, 1989 and Rule 125 of the Indian Railway Conference Association (IRCA) Goods Tariff No. 41 Part I Vol. I, to carry goods via route operationally feasible and levy freight charges by the shortest route. All freight traffic is carried under these rules.

- (b) Nil.
- (c) Does not arise.

**Dedicated call centre**

1908. SHRI B.K. HARIPRASAD: Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways has proposed to set up a dedicated call centre to improve customer services by outsourcing through BSNL-led consortium;
- (b) the estimated earnings for the Railways out of telephone call centre generated by callers apart from large savings on additional staff and infrastructure required for such network; and
- (c) whether there is also a proposal to upgrade these call centres to handle rail bookings on-line?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) Yes, Sir.

(b) Enquiry system is yet to start, hence no earning estimates can be given at this stage.

(c) Yes, Sir.

#### **Doubling of Konkan Railway track**

1909. SHRI SHANTARAM LAXMAN NAIK: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Konkan Railway Corporation has proposal to double the existing Konkan Railway tracks;

(b) the cost involved in the project;,

(c) whether the corporation has approached Government for loan or financial assistance in this regard; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) No, Sir.

(b) to (d) Does not arise.

#### **Gauge conversion in Himachal Pradesh**

1910. SHRIMATI VIPLOVE THAKUR: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that a number of projects for conversion of narrow gauge line into broad gauge line are being taken up to provide access to backward, under-developed, hilly and remote areas of the country;

(b) the details of funds allocated to the Himachal Pradesh for conversion of narrow gauge line during the last five years;

(c) whether the work on project of conversion of narrow gauge line from Pathankot to Joginder Nagar has not been started, so far; and

(d) if so, the reasons therefor and by when this project is likely to be taken up within the time limit stipulated for its completion?